GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4054
ANSWERED ON:10.08.2016
Outstanding dues against Subscribers
Biju Shri Parayamparanbil Kuttappan;Owaisi Shri Asaduddin

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether a sizeable amount of dues are outstanding presently against mobile and landline subscribers of MTNL and BSNL in various telecom circles in the country;

(b) if so, the details thereof, circle-wise;

(c) the details of dues recovered during the previous year and the current year, circle and State-wise;

(d) the measures taken/being taken by the Government for recovery of dues and fixing the responsibility for non-recovery so far; and

(e) the action taken against the defaulters by MTNL and BSNL in their respective service areas?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a)&(b) Circle-wise details of outstanding against Mobile and Landline subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) as on 31st March, 2016 are given in Annexure-I.

(c) Circle wise details of dues recovered by BSNL and MTNL from Landline and Mobile subscribers during the previous year and the current year are given in Annexure-II.

(d)&(e) BSNL and MTNL take various measures to recover the outstanding dues from customers. These measures include:
? Payment reminders through IVRS/SMS are issued to persuade the customers to make payment before disconnection of their telephones and in case of non-payment of dues by customers, phones are disconnected as per the schedule.
? Graded discount scheme to incentivize defaulting customers, for clearance of old outstanding dues was introduced.

? Legal proceedings wherever required are initiated against the defaulters for recovery of dues.
? The State Governments have been requested to amend their respective Land Revenue Acts so that the defaulted Telephone dues of BSNL can be recovered as land revenue arrears.
? Circle-wise and Year-wise target fixed for liquidation of outstanding dues are fixed to get the maximum realization.
? Procedure for settlement of defaulter cases through Lok-Adalats has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.
? In case any official/agency found responsible, action as per departmental guidelines are being taken which is a continuous process.
? Recovery through Amnesty Scheme.
? In the most cases outstanding billed are adjusted against security deposit to the extent level.

Annexure-I

Circle-wise Details of Outstanding Dues in respect of Landline and Mobile Services of BSNL & MTNL as on 31st March, 2016
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Sl. No. Name of the Circle (Amount in Crores of Rs.)
Land Line Mobile Total
A BSNL
1 ANDAMAN & NICOBAR 3.95 1.92 5.87
2 ANDHRA PRADESH 104.45 27.04 131.49
3 ASSAM 54.16 61.68 115.84
4 BIHAR 243.62 41.29 284.91
5 JHARKHAND 82.08 17.09 99.17

6 GUJARAT 56.15 8.22 64.37
7 HARYANA 21.80 2.64 24.44
8 HIMACHAL PRADESH 8.81 3.11 11.92
9 JAMMU & KASHMIR 56.15 65.26 121.41
10 KARNATAKA 38.29 12.87 51.16
11 KERALA 56.90 4.97 61.87
12 MADHYA PRADESH 57.17 16.94 74.11
13 CHHATTISGARH 31.95 8.21 40.16
14 MAHARASHTRA 210.45 70.24 280.69
15 NORTH EAST-I 44.38 42.73 87.11
16 NORTH EAST-II 213.93 83.53 297.46
17 ODISHA 28.54 26.63 55.17
18 PUNJAB 26.91 7.07 33.98
19 RAJASTHAN 24.54 3.86 28.40
20 TAMIL-NADU 43.70 5.32 49.02
21 UTTAR PRADESH (EAST) 270.18 33.84 304.02
22 UTTAR PRADESH (WEST) 101.14 16.47 117.61
23 UTTARAKHAND 16.19 4.96 21.15
24 WEST BENGAL 89.43 24.38 113.81
25 KOLKATTA T.D. 164.11 18.66 182.77
26 CHENNAI T.D. 19.99 5.53 25.52
B MTNL
1 DELHI 458.17 116.15 574.32
2 MUMBAI 209.64 51.35 260.99
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Annexure-II
Circle wise details of dues recovered by BSNL and MTNL from Landline and Mobile subscribers during the previous year (2015-16) and the current year 2016-17
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(In Rupees crores)
Sl. No. Name of the Unit Amount recovered in 2015-16 Amount recovered in 2016-17 Total Recovery

Land Line Mobile Total Land Line Mobile Total
A BSNL (up to 31.05.2016)
1 ANDEMAN & NICOBAR 3.15 0.51 3.66 0.72 0.03 0.75 4.41
2 ANDHRA PRADESH 78.67 20.76 99.43 7.52 1.49 9.01 108.44
3 ASSAM 13.42 8.48 21.90 1.01 3.27 4.28 26.18
4 BIHAR 35.88 14.77 50.65 1.50 0.56 2.06 52.72
5 JHARKHAND 15.58 6.68 22.26 1.02 0.69 1.71 23.97
6 GUJARAT 19.99 3.81 23.80 12.19 1.02 13.21 37.01
7 HARYANA 8.97 0.86 9.83 3.07 0.52 3.59 13.42
8 HIMACHAL PRADESH 3.44 1.23 4.67 1.11 0.26 1.37 6.05
9 JAMMU & KASHMIR 8.09 9.68 17.77 1.59 9.02 10.61 28.38
10 KARNATAKA 17.45 6.11 23.56 7.98 0.83 8.81 32.37
11 KERALA 25.39 1.73 27.12 11.49 0.62 12.11 39.23
12 MADHYA PRADESH 17.27 5.40 22.67 6.42 4.47 10.89 33.56
13 CHHATTISGARH 4.56 2.31 6.87 1.70 1.22 2.92 9.79
14 MAHARASHTRA 74.07 34.81 108.88 21.65 2.06 23.71 132.59
15 NORTH EAST-I 11.28 9.68 20.96 0.59 1.18 1.77 22.73
16 NORTH EAST-II 107.26 18.53 125.79 0.63 1.23 1.86 127.65
17 ORISSA 8.63 6.86 15.49 1.84 1.57 3.41 18.90
18 PUNJAB 13.46 6.07 19.53 4.89 0.28 5.17 24.70
19 RAJASTHAN 10.65 1.54 12.19 4.20 1.06 5.26 17.45
20 TAMIL-NADU 21.69 1.23 22.92 6.58 0.36 6.94 29.86
21 UTTAR PRADESH(EAST) 66.02 6.51 72.53 3.65 0.75 4.40 76.92
22 UTTAR PRADESH.(WEST) 21.66 2.17 23.83 2.80 1.74 4.54 28.37
23 UTTRANCHAL 4.82 1.88 6.70 1.20 0.87 2.07 8.77
24 WEST BENGAL 16.11 7.76 23.87 2.43 0.68 3.11 26.98
25 KOLKATA 61.18 2.37 63.55 4.88 0.37 5.25 68.81
26 CHENNAI 8.45 2.85 11.30 3.14 0.15 3.29 14.60
B MTNL (up to 30.06.2016)
1 DELHI 52.41 21.99 74.40 21.81 20.12 41.93 116.33
2 MUMBAI 57.62 10.01 67.63 24.73 0.34 25.07 92.70
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